



# Missouri Technology

Missouri State Government's Information Technology Community News

**Fall/Winter 2004**

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## **Missouri IT News**

### ***Statewide Credit Card Contract Available for Online Services***

A new statewide credit card contract will serve to encourage citizens to procure services online. The new contract will allow people to pay over the phone, via the Internet, or in person using American Express, Discover, MasterCard, or Visa. Prior to this contract, not all agencies were able to accept all of the four major cards.

The contract was awarded to Link2Gov Corp., with corporate headquarters based in Nashville,

Tennessee. It will provide a cost savings to the state by replacing 20 different credit card transaction contracts currently in place among various state agencies. The volume of transactions leveraged by using one contract will result in lower transaction fees to the state. The Office of the State Treasurer is now conducting informational sessions regarding the new contract for state agencies using credit card payment transactions.

### ***Revenue Advances in Team Quality Competition***

The Department of Revenue's MORE team advanced this past fall to the finals of the Missouri Team Quality Award (MTQA). The MORE, or Missouri Online Registration Exchange, system allows qualified Missouri motorists to renew their vehicle license plates over the Internet, 24 hours a day, 7 days a week. The team from the Division of Motor Vehicle and Driver Licensing, Department of Revenue, entered the MTQA competition this past summer and learned in mid-September that it had been chosen to move to the next leg of the awards process.

The MORE team's application outlined the highlights of its successful development of the online system, which has been in service since February 2002, from formation of the management team to detailed risk assessment, mitigation, system improvement, and final deployment.

Unlike many large IT projects, the MORE team is remarkable for having built the system using in-house talent. The involvement of programming and testing teams who were familiar with the division's business processes helped to streamline the development timeline.

Among the complications overcome by the team were the need for extensive coordination and buy-in from two other state agencies, the insurance industry and individual county collectors. The project successfully managed and accommodated the varied requirements from each of these important stakeholders.

The MORE system operates on the WebSphere webserver on the State Data Center's mainframe, capitalizing on both IDMS and DB2 databases for record crosschecking. Development was completed using WebSphere Studio Enterprise Developer (J2EE). For more information about the production environment, please contact Larry Rutledge at the Department of Revenue: [Larry\\_Rutledge@mail.dor.state.mo.us](mailto:Larry_Rutledge@mail.dor.state.mo.us).

For more information about the Missouri Team Quality Award, please visit their website at: [www.mqa.org/teamqualityawardrecipients.htm](http://www.mqa.org/teamqualityawardrecipients.htm).

### ***Missouri Digital Government Summit is Big Success***

The first Missouri Digital Government Summit, held June 19 at the Capitol Plaza Hotel, proved to be a big success. Hosted by the State of Missouri in cooperation with Government Technology, it provided a one-day executive leadership forum valuable to not only information technology executives, but to program and administrative executives as well.

This summit provided an important opportunity to bring together state, county and municipal government staff to hear about digital government issues and share ideas for collaboration. Some interesting conference statistics show that approximately 380 individuals registered for the one-day event. Of those 380 registered participants, approximately 60% represented state government, 15% county government, 20% municipal government, and 5% from other sources. Evaluations resulted in an 82% overall satisfaction of "very good."

The date for the 2004 Missouri Digital Government Summit is now confirmed and will be held at Capitol Plaza Hotel on Thursday, June 17, 2004. Similar to the previous year, an advisory committee consisting of state, county and municipal representatives has been formed and is scheduled to meet February 10 to set the agenda for the upcoming summit.

### **Guard Connects Alaska To Jefferson City, Missouri**

How do you fix a communications problem in Alaska? Call the Missouri Guard. Although troops on duty at Camp Wy Wuh (supporting Operation Alaskan Road) live on a remote island off the southeast coast of Alaska, a recent proof of concept test put their communications systems in the middle of Missouri.

Two soldiers from the Missouri National Guard recently completed a low cost satellite communication system test, connecting the troops at Joint Task Force (JTF) Alaskan Road with the Guard in Missouri. Historically, communication with the remote island has been difficult and unreliable. Responsibility for overseeing Operation Alaskan Road falls on the Missouri National Guard's 35<sup>th</sup> Engineering Brigade. This unit provides project oversight and most of the continuity for the multi-year road-building project. Operation Alaska Road is an Innovative Readiness Training project that will build a 14.8 mile road on Annette Island to connect the population center of Metlakatla with a yet-to-be-constructed ferry terminal. Direct access to the future ferry terminal will increase the island residents' access to medical care, education and cultural activities and employment opportunities throughout the year.

Reliable communications are essential to the operation. Use of low cost satellite connectivity has been the subject of many Guard-related tests in recent months. If the JTF-Alaskan Road adopts the concept, the troops' computer systems will be integrated into the DOD non-classified intranet via Missouri. These connections will enable voice, data and video teleconferencing on the island, within the military global information grid. This will increase their access to military internet sites, training, and enable greater communication with their families and employers. Guard support of family assistance and employer support are critical components of mission accomplishment.

Known as a proof of concept, the test verified that the Internet, essential applications and the telephone system could be integrated into the Missouri National Guard's network. The two soldiers installed a satellite dish and constructed a limited support network. The network stayed actively engaged for the 24-hour test period even though the commercial system currently

supporting the camp failed due to inclement weather. "Our system survived the rainstorm, the (current system) didn't," said Army Sgt. Israel Griffin from the Missouri Army National Guard, one of the two soldiers brought up to the remote site to conduct the test.

Many people doubted the integrated system would work – especially since the size of the satellite dish is smaller than recommended minimum specifications for this area. The satellite used to beam information between the camp and the Missouri Guard Armory is positioned above Illinois. "The farther you are from the central coverage area, the bigger dish you need (to ensure signal integrity)," explained Sgt. Griffin. The recommended minimum for this area is at least 1.2-meter dish.

"The (satellite communication) provider was unsure if it would work," said Spec. Joshua Podorski. "It took them an hour to realize we were communicating with them from Alaska with a smaller dish." The communications provider is also from central Missouri. Orbital Data Network is teamed with SPACENET to provide these unique, low cost communication solutions.

Future troops working Operation Alaskan Road will reap rewards from the test if implemented permanently by the Alaska Command. The satellite system comes with bigger bandwidth, enabling larger files to be sent via the Internet. "Yesterday I sent a one-megabyte file," said Sgt. Griffin. The system will also improve access to video training via the Internet, he explained.

Another benefit will be that the telephone system will be integrated into the phone system at Jefferson City, Missouri. That means troops will be able to call Jefferson City as a local call, explained Sgt. Griffin. This could significantly improve soldiers ability to communicate with their families for morale, welfare and support purposes.

Since the Missouri Guard oversees the road-building project, this also means the higher echelon command and control will be a local call away, instead of incurring long distance calling costs. The phone system will also allow for Defense Switched Network (DSN) access once this system is adopted. This means the island is connected to the worldwide military phone system. Video-teleconferences will also become

available once the test system is upgraded, said Sgt. Griffin. "With this satellite system, you'd be just like another armory in Missouri," said Sgt. Griffin. "We have 67 videoconferencing sites in the state right now; when this is integrated, we'll have 68."

Sgt. Griffin and Spec. Podorski also explained that with this system, they will be able to provide better communication support from Missouri by accessing the island's system through remote control. "We will be able to check the settings (local computer performance) here when we're in Missouri, said Sgt. Griffin.

All-in-all, low cost satellite communications seems to be a winner both for the Missouri Guard, and for soldiers deployed to Annette Island, Alaska.

## **Noteworthy National News**

### **NASCIO Assists States in Finding New Funding Sources**

The budget shortfalls over the past few years have proven challenging for states in funding IT projects through traditional means. In order to assist states in finding new methods to fund IT projects, NASCIO, in cooperation with NASCIO's Corporate Leadership Council, developed and released *Innovative Funding For Innovative State IT: New Trends and Approaches for State IT Funding*. Available for viewing by NASCIO members, an online copy can be obtained at [www.nascio.org](http://www.nascio.org).

### **NASCIO Elects President At Annual Conference**

The National Association of Chief Information Officers (NASCIO) re-elected Gerry Wethington, Missouri CIO, for a second term as president of the organization at the annual conference held September 7 in Scottsdale, AZ.

"I am deeply honored to have been chosen by my peers for a second term as NASCIO President," stated Wethington. "After a year of dramatic turnover in CIOs, NASCIO is united around its mission to foster government excellence through quality business practices, information management and technology policy. The coming year promises to be an exciting and dynamic

time for the organization, and NASCIO is meeting these opportunities with a newly refocused strategic and business plan. I look forward to working with our state, federal and local partners to advance our common goals."

The Missouri Technology community congratulates Gerry on this accomplishment and looks forward to his leadership in the national information technology arena.

*Quote is referenced from the 9/12/03 NASCIO press release.*

#### ***Justice Information Sharing Document Released by NASCIO***

In an effort to assist state, county and municipal governments with information sharing across disparate law enforcement systems, NASCIO recently released its *Concept for Operations for Integrated Justice Information Sharing (ConOps)*. The document provides direction for how information might be exchanged at all levels within the justice framework.

The document defines fundamental concepts, principles, functions and operational requirements for integrated justice information sharing. As a compliment to the NASCIO Enterprise Architecture Development Took-Kit, the document provides a general methodology for states to use in validating their IT architecture for information sharing characteristics. A final section of the document provides an action plan for the validation, implementation and expansion of this process to other disciplines.

Through NASCIO, the report was produced with the assistance of SEARCH, the National Consortium for Justice Information and Statistics. A copy of the report can be downloaded from the NASCIO website at [www.nascio.org](http://www.nascio.org).

#### ***Enterprise Architecture Maturity Model Now Available***

NASCIO is pleased to announce that it has developed an Enterprise Architecture Maturity Model for state and local governments to use as a tool to objectively review the status of their Enterprise Architecture programs. This model and the associated validation report are downloadable at their website location of [www.nascio.org/publications/index.cfm](http://www.nascio.org/publications/index.cfm).

NASCIO has also designed and validated a

program assessment process that determines the baseline maturity level and provides recommendations in attaining the next level of EA activity. NASCIO will apply this assessment process in twelve sites in 2004.

*Reprinted from the NASCIO press release.*

#### ***Strategic Materials and Resource Tool Now Available***

NASCIO has released its **Strategic Materials and Resources Tool (SMART)**, an online resource library located on the NASCIO website. SMART gives NASCIO members the opportunity to search for state IT information on a broad variety of topics quickly and efficiently. To visit SMART or learn about how to submit materials for inclusion in SMART, please visit at <http://www.nascio.org/SMART>.

#### **Agency CIO Profile**

***Jim Weber***  
***Department of Revenue***

**How long have you been in this agency's CIO position?** *I have been serving as the Chief Information Officer (CIO) for the Missouri Department of Revenue (DOR) since August 1, 2001.*

**How many on your IT staff?** *There are eight people in the CIO's office. We are responsible for the department's IT standards, policies, and procedures. Other responsibilities include departmental project management as well as budget and procurement oversight. The DOR's web developers also work in the CIO's office.*

**What has been your biggest challenge?** *At the present time my team consists of a small operational component, this being the web programmers. The remaining staff members of my staff must have a thorough knowledge of the department's business operations, state agency interactions, a sound understanding of the information technology being used and that being planned and sound project management practices. They are involved on focus groups, strategic planning teams, doing site visits, and staying involved on state committees that will affect the future of the IT and/or the architecture. My primary challenge is simply not having the staff to handle all the needs.*



**What accomplishments are you most proud of?** *First, the caliber of personnel in the CIO's office is second to none. I wish I could have taken credit for their selection; however, I have to give credit to my predecessor. It is now my responsibility to give them every opportunity to excel and reach the heights they are capable of attaining. Together we have made a difference on a number of accomplishments.*

- ❑ *We have pioneered a number of web applications for Missouri citizens, including WebFile for online income tax filing; MORE for online license plate renewals; CoReg for online business tax registration (a cooperative venture with DOLIR); STRGIS for online sales tax rate lookups; and LIFE for online filing of vehicle liens and title research.*
- ❑ *We partnered with the law enforcement community to allow the display of driver license images when officers access driver records.*
- ❑ *We consolidated fragmented help desk functions into a single, uniform help desk tracking system, which has also been customized to track other internal processes. The reports from the system are helping us better manage our technical support functions and have streamlined formerly manual processes.*
- ❑ *We developed a Revenue Technology page for the department Intranet, giving all employees a resource for technical documentation, research, and information.*
- ❑ *We are implementing a departmental change control system to help manage and track the numerous IT systems that help keep the DOR on the forefront of efficiency.*

**What is the most important thing to you as a CIO?** *It is my opinion that one of the most important things for a CIO to do is position himself as a credible key department staffer. The department director usually depends on a select few senior managers to make key decisions. This executive team may include a deputy director or chief of staff, a chief financial officer, and perhaps the personnel officer. It would be great if the chief information officer were always a part of that team.*

*Fortunately, in many organizations, including the CIO in this way is becoming the norm versus the exception. The question is, as CIOs, are we ready for the challenge?*

*Today CIOs typically don't spend their days plugging in computers or installing network firewalls, nor are they necessarily buying software packages or hiring private contractors to deliver IT work. Today those are tasks that usually fall to the procurement and contracting offices.*

*Rather, in today's world, the CIO's job should be to provide strategic leadership, serving as a master planner and project manager to orchestrate an agency's overall IT plan. I also think our job is becoming more political in that we are called on to justify why any particular IT project is absolutely necessary. Our job is becoming one with less to do with technology, per se, and more to do with management and organization. We must figure out how to put an organization together and get groups of people to work together more than figuring out how to configure a network. If we become proficient at these latter tasks, as CIOs we can be assured of becoming a valuable member of the executive team.*

## **New Digital Directions**

### **Techno-Living – Are You Ready?**

For those of you old enough to remember the game of "Pong," little did we know back then how technology would permeate our future lives. From the simplest form of two white lines (paddles) on a screen accompanied by one small white dot (ball), we discovered technology could be used to entertain and empower the user to take charge of his or her own digital experience. Today we bank online, shop online and even find love online in a virtual world void of physical attributes and restrictive barriers.

Now in the year 2003 technology has made possible life experiences once reserved for the act of "being present." Need to talk to a doctor? Today Johns Hopkins Hospital in Baltimore can solve that problem with their new staff member, a 1.5-meter tall interactive robot. Dr. Robot, aptly named, is described as resembling an oversized vacuum cleaner with a video screen for a head. As a feasibility study subject involving about 40 patients, Dr. Robot assists patients to determine if they would rather see a different doctor if their own is not available, or use his digital screen to remotely chat with their regular physician.

With Dr. Robot's infrared sensors, moveable video screen, zoom video camera, a microphone and speaker, doctors are able to remotely examine patients from any long-distance location using a joystick and an Internet connection. The video camera function allows the attending physician to essentially be there in person by viewing the patient's digital image. In the "not so distant future," Dr. Robot clones may be a solution for treating patients in situations such as military operations or natural disasters where real-life physicians would be put into harm's way.

When life comes to an end and the tradition of paying one's "final respects" is at hand, no longer will some Australian families have to go through the stress of making it home from far-away locations to attend a loved one's funeral. Approximately a year ago the Metropolitan Cemeteries Board launched what is believed to be Australia's first funeral web casting service that allows people who can't attend a funeral service to virtually "be there" via the Internet. Up to 50 virtual guests can receive a password that allows them to access the service through the Board's website. By logging onto the Internet, the guest is part of the experience from the arrival of the hearse until the committal of the casket.

So whether it's visiting a doctor or paying last respects, technology has reached into the very way we live our lives. Gone are the days of large, impersonal mainframes we rarely saw or understood. Today's digital experience happens at the personal level of empowering users to organize their lives and allows them to participate online in everyday functions. The sky is the virtual limit to what is yet to come and the possibilities are endless. Techno-living – ready or not, here it comes!

### **Upcoming Bids**

The following reflects upcoming bids reported by the Office of Administration Division of Purchasing. For further information please contact Gary Eggen at 751-2497 or [eggeng@mail.oa.state.mo.us](mailto:eggeng@mail.oa.state.mo.us).

#### Department of Revenue

- ☐ Centralized Collection System
- ☐ Income Non-Filers/Under-filers Tax Collection

#### OA Division of Information Services

- ☐ 911 Assessment and Analysis Services
- ☐ Encryption
- ☐ Digital PBX Systems

#### Statewide

- ☐ Credit Reporting Data Services
- ☐ Digital Certificates

#### Department of Social Services

- ☐ Financial Institution Data Match Services
- ☐ Password Reset Software
- ☐ Paging Services

### **Upcoming Events**

National Governors Association Winter Meeting – February 21-24, 2004, Washington, D.C., hotel TBA. For more information contact Susan Dotchin at 202/624-5327.

NASCIO 2004 Midyear Conference – Chicago, Illinois, Hyatt Regency Chicago, April 25-27, 2004.

Missouri Digital Government Summit - June 17, 2004, Capitol Plaza Hotel, Jefferson City, MO.

### **Important Links**

Missouri Office of Information Technology (OIT): [www.oit.mo.gov](http://www.oit.mo.gov)

National Association of State CIOs (NASCIO): [www.nascio.org](http://www.nascio.org)

Center for Technology in Government: [www.ctg.albany.edu/](http://www.ctg.albany.edu/)

Project Management Institute: [www.pmi.org](http://www.pmi.org)

Government Computer News [www.gcn.com](http://www.gcn.com)

The National Consortium for Justice Information and Statistics [www.search.org](http://www.search.org)

Missouri Youth Cabinet <http://go.mo.gov/youth/myc/>